



Why don't I have my login information yet?



Enrollment is staggered.

A few providers are receiving login information in September. Many providers will not receive login information until the end of October.

When will I receive my login?

The Health Care Authority (HCA) will send you login information when it is your turn to enroll.

Step 1: You will receive an alert to “stand by” because your turn is coming up.

Step 2: You will receive a letter welcoming you to ProviderOne.

Step 3: You will receive two emails: one email with your Domain and User Name, and a separate email with your Temporary Password.

After you have your information to login, we will send you a "go" email with links to training and a new billing assistance desk just for social service providers.

Why is HCA sending my log in information when I am contracted with DSHS?

The ProviderOne Phase 2 project is a joint effort between DSHS and HCA. Although DSHS contracts with you, HCA manages the ProviderOne system.

Please DO NOT call or email your social service case managers about ProviderOne. They are not able to assist you with questions about logging into the system.

What if I think I should already have received my login?

Expect to receive your login information before November 1. If you don't receive your login information by **November 1**, please email BASS@DSHS.WA.GOV.

For more information

Email: BASS@dshs.wa.gov

Newsletter: [Sign up](#) or change your preferences

Web site: [ProviderOne Web site](#)
